



Policy review 31 July 2009

1. Stream-lining the ICS review process

The AGCC ICS Guidelines contains a range of areas that licensees should address in their Internal Control System documentation. AGCC has stream-lined its approach to ICS review, adding time-saving tools and instructions for new licensees, in order to facilitate a speedier ICS approval process.

The following policy changes are key in this stream-lining; additionally AGCC will use its power to issue “conditional approval” on ICS drafts that are incomplete but broadly compliant.

2. Player verification methods

The AGCC ICS Guidelines section 3.2.1 and Regulations 332 and 336 outline the requirements for player verification. Recognising the wider spectrum of available verification methods for players in different parts of the world, AGCC will consider favourably a range of risk-mitigating controls as the primary criteria, where electronic player verification data is not available.

3. Inactive and dormant account balances

Regulation 334 and ICS Guidelines section 3.4.1 place restrictions on licensees’ access to player funds, including inactive and dormant player balances. Following a review of industry practices, AGCC has decided to relax the wording of Regulation 334 to allow licensees to assimilate inactive accounts subject to certain strict conditions:

- Notification of the policy in player terms and conditions
- Adequate and proportionate efforts to return funds to players
- Clear definition of inactive / dormant accounts
- Commitment to repay assimilated funds to player on demand
- Robust security controls to prevent internal fraud.

For the avoidance of doubt, inactive and dormant player balances do not include funds which have been seized and frozen due to suspected fraud.

4. RTP publication (Return to player information)

The Technical Standard contained within Guideline 4.3.6 sets out the requirement to display the theoretical percentage return to player (TRTP%) of each game on the licensed site. Effective immediately, this requirement will be adequately met by the display on the relevant website of a single table that lists:

- A series of types or categories of game.
- The highest TRTP% of any game in that group.
- The lowest TRTP% of any game in that group.

The table must be comprehensive, covering all games that are available on the site, including side games and jackpots.